



calling features

FIBER TO THE HOME

instructions



CALL BLOCK

You can prevent calls from certain lines ringing on your phone. You can build a screening list of up to eight telephone numbers. The screening list can be prepared in advance, or you can add a number immediately after calling or being called on it. Callers who are being blocked will hear an announcement that the party they are trying to reach does not wish to receive calls at this time.

INSTRUCTIONS FOR USING CALL BLOCK

- Access your Call Block Service by dialing *60.
- The service will prompt you to dial 3.

TO CREATE A SCREENING LIST:

- Press #.
- Dial the number you wish to block, and press # again.

TO REMOVE A NUMBER FROM YOUR LIST:

- Press *.
- Dial the number, and press * again.

TO ADD THE NUMBER OF THE LAST CALL YOU RECEIVED:

- Press #.
- Dial 01, then press #. (Numbers added this way will appear as “private entries” when you review your list).

TO TURN OFF CALL BLOCK:

- Dial *80.

CALL FORWARDING

Lets you transfer incoming calls to any telephone number you can dial directly.

TO ACTIVATE

1. Press *72.
2. Dial the number that will be accepting your calls.
3. Listen for two short tones.
4. When the called party answers, Call Forwarding is in effect.

If the line is busy or is not answered, repeat the first three steps. No answer is required on your second attempt.

TO DEACTIVATE CALL FORWARDING

- Dial *73 and wait for dial tone.

CALL FORWARDING BUSY LINE

When you initiate service, you specify which number to use when forwarding calls. The receiving number is programmed at the Central Office. To change the forwarding number, or to deactivate, contact a customer service representative.

CALL FORWARDING DON'T ANSWER

When you initiate service, you specify which number to use when forwarding calls. The receiving number is programmed at the Central Office. Indicate how many times you want your phone to ring before the call is forwarded. To change the forwarding number, or to deactivate, contact a customer service representative.

CALL RETURN

Return calls to the last number that called you, whether or not you answered the phone.

- Listen for the dial tone.
- Press *69. The caller's number is announced. Dial 1 to return the call or hang up to abort.

If the line is:

- **NOT BUSY** you will hear normal ringing.
- **BUSY** you will hear an announcement. Hang up. When the line is free, you will hear a special ring – two short rings, two long rings. When you pick up your phone, the called party's line will begin to ring.

TO CANCEL

- Press *89.

CALL SELECTOR

Access your Call Selector service by dialing *61. The service will then prompt you with instructions.

CALL TRACING

Immediately after hanging up from an abusive call, listen for a dial tone and press *57. Listen for one of the following announcements:

If the trace was successful, you will hear “Your call has been traced. If you wish to investigate further, contact your telephone company business office with the date and time of the trace.”

If the trace was unsuccessful, you will hear “We’re sorry, Custom Calling Two Service cannot be used to call this number, trace this number or enter this number on your list.” You must activate Call Tracing immediately after the call. If you take a subsequent call, the wrong number will be traced.

Note the time and date of your activation.

Follow-up procedure after two successful call traces:

You will be required to fill-out paperwork and take it to the appropriate law enforcement agency to obtain the proper signature(s). You must return the completed paperwork to REV, along with the date and time of the trace. (Note: The required paperwork can be completed either before or after the traces are initiated, but no information can be released until the completed paperwork has been received by REV).

REV will contact the central office to obtain the needed information and deliver a letter to the appropriate law enforcement agency.

A law enforcement official will then contact you directly.

CALL WAITING

If you hear a tone while on the phone and you want to end your current call, simply hang up and your second caller will immediately ring through.

If you prefer not to end your first call, you can, when you hear the tone, press the switch hook (or “Flash” button on newer phones) for a half second. The first caller will be put on hold and you are connected to your second caller.

Press the switch hook again to return to your first call. You can switch back and forth from caller to caller as often as you like.

USING CONTROL CALL WAITING TO DEACTIVATE CALL WAITING (where available)

Before making a call, dial *70 and listen for the new dial tone.

During a call, you can press the switch hook (or “Flash” button on newer phones) for a half second, dial *70 and press the switch hook again to return to your original call.

CALLER ID DELUXE WITH ANONYMOUS CALLER REJECTION

After the first full ring, the caller’s name and telephone number will appear on the display unit attached to your telephone. (The type of information and the number of calls displayed depend on the type of display unit you have purchased.)

TO ACTIVATE:

- Press *77.
- Listen for 2 short tones that indicate activation.

TO DEACTIVATE:

- Press *87.
- Listen for 2 short tones that indicate deactivation.

CALLER ID DELUXE WITH CALL WAITING

After the first full ring, the caller’s name and number will appear on the display unit attached to your telephone. (The type of information and the number of calls displayed depend on the type of display unit you have purchased.)

You must have either a telephone with a display capability or a separate display unit in order to use Caller ID.

HOW TO USE CALL WAITING

If you hear a tone while on the phone and you want to end your current call, simply hang up and your second caller will immediately ring through.

If you prefer not to end your first call, you can, when you hear the tone, press the switch hook (or “Flash” button on newer phones) for a half second. The first caller will be put on hold and you are connected to your second caller.

Press the switch hook again to return to your first call. You can switch back and forth from caller to caller as often as you like.

USING CONTROL CALL WAITING TO DEACTIVATE CALL WAITING (where available)

Before making a call, dial *70 and listen for the new dial tone.

During a call, you can press the switch hook (or “Flash” button on newer phones) for a half second, dial *70 and press the switch hook again to return to your original call.

DISTINCTIVE RING

The main line rings with a standard ring – a two-second ring followed by four seconds of silence.

The second number (if ordered) will be assigned a “two long rings” pattern (1 second on, one half second off, 1 second on).

The third number (if ordered) will be assigned a “two short and one long” pattern (one half second on, one half second off, one half second on, one half second off, 1 second on).

The fourth number (if ordered) will be assigned a “one short, one long, one short” pattern (one half second on, one half second off, 1 second on, one half second off, one half second on).

CONFERENCE CALLING

Please refer to our Conference Calling User Guide for complete instructions.

PREFERRED CALL FORWARDING

TO ACCESS PREFERRED CALL FORWARDING

- Press *63.
- Listen for instructions. Re-enter or confirm the number to which you want your calls forwarded (you can hear instructions repeated by dialing 0 at any time).

TO ADD A NUMBER TO YOUR PREFERRED CALLER LIST

- Press #.
- Dial the number (if you wish to add the number of the last call you received, dial 01) and press #.

TO REMOVE A NUMBER FROM YOUR LIST:

- Press *.
- Dial the number you wish removed, and press * again.

TO DEACTIVATE PREFERRED CALL FORWARDING:

- Press *83.

REMOTE CALL FORWARDING

Once the Remote Call Forwarding Service has been initiated, callers simply dial the listed number and are automatically forwarded to another location.

REPEAT DIALING

Automatically redials the last number you dialed.

TO ACTIVATE

After you have dialed a number for the first time:

- Listen for the dial tone.
- Press *66.

If the line is:

- **NOT BUSY** you will hear normal ringing.
- **BUSY** you will hear an announcement. Hang up. When the line is free, you will hear a special ring (two short rings, two long rings). When you pick up your phone, the called party’s line will begin to ring.

TO CANCEL

- Press *86.

ROTARY HUNTING

Once service is initiated, callers need only to dial the main listed number. When the main line is busy, incoming calls will ring on your additional line(s).

SPEED CALLING

HOW TO USE SPEED CALLING 8:

- Select a one-digit code (2 through 9).
- Dial *74 and listen for a dial tone.
- Dial the code you selected, followed by the complete telephone number this code will represent (including prefixes). Two beeps will confirm entry.
- To use Speed Call, dial the one-digit code & press #.

HOW TO USE SPEED CALLING 30:

- Select a two-digit code (20 through 49).
- Dial *75 and listen for a dial tone.
- Dial the code you selected, followed by the complete telephone number this code will represent (including prefixes). Two beeps will confirm entry.
- To use Speed Call, dial the two-digit code and press #.

THREE-WAY CALLING

Press and release the “Flash” button to put your first call on hold. You will hear three beeps, then a dial tone.

Dial the third person’s number. You can talk, if you wish, to the third person before restoring conversation with the original caller.

To begin three-way conversation, press and release the Flash button again. All three parties will be on the line.

To disconnect the third party, press the Flash button twice. You may then add a different third party.

All parties are disconnected when you hang up.

CONTACT US FOR ASSISTANCE

TOLL FREE
(866) 881-4REV